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OFFICE OF THE ATTORNEY GENERAL
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Press Release

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ATTORNEY GENERAL DARREL MCGRAW SUES H & H WINDOWS UNLIMITED, INC. OF MORGANTOWN

Attorney General Darrell McGraw today brought suit against H & H Windows Unlimited, Inc., (H & H) a West Virginia corporation headquartered in Morgantown, West Virginia. H & H manufactures, supplies, and installs vinyl insulated windows to consumers and contractors. The windows were widely distributed by Lowe's and 84 Lumber. The suit is based on consumer complaints that H & H sold consumers defective windows and did not replace them under the company's lifetime warranty.

In late March of this year H & H entered into an Assurance of Discontinuance with the Attorney General's office. Under the Assurance, H & H was required:

to contact the consumers who have complained to the Attorney General's office and to schedule an appointment to repair and/or replace defective windows;

to complete, within 120 days of the date of the agreement, all repairs and/or replacements of defective windows; and

to honor all future claims made by consumers under its lifetime warranty.

The suit alleges that H & H refused to honor its warranty on windows it manufactured and sold covered by a Lifetime warranty, misrepresented the style of windows sold to some consumers, and performed defective work while installing windows for consumers.

The suit also alleges H & H violated the terms of the Assurance by failing to complete repairs and replacements for the original complainants within 120 days of the date of agreement, failing to honor the claims made by other consumers, and failing to provide the Attorney General an itemized list of all of the repairs and replacements made and the amounts attributable to those repairs and replacements.

Attorney General McGraw stated, I believed that consumers' complaints would be resolved once H & H signed the Assurance. Unfortunately, H & H did not live up to its end of the bargain and my office had no other choice but to sue the company and its owner.

Persons who would like to file a complaint for defective H & H Windows are encouraged to call Attorney General McGraw's Consumer Protection Division at 1-800-368-8808 or 304-558-8986.

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